

# Andrew J. Guerriero

1460 E. Avenida Grande • Casa Grande, AZ 85222 • (520) 421-1295 • andy@technoquill.com

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*Experienced technical communicator with expertise in software documentation, tutorials and simulations, usability, specifications, customer service, leadership, and highly technical disciplines.*

## Summary of Qualifications

- 12 years practical experience in technical and business communication.
- 5 years experience in instructional design.
- 6 years formal education in professional writing and information design.
- 10 years leadership experience, including project management and team leadership.
- Extensive technical background.
- Outstanding focus on audience, purpose, and attention to detail.

## Technical Summary

**Platforms:** Windows, Mac OS, Linux, Palm OS, Windows Mobile, Web applications  
**Software:** MS Office, Visual Studio, and Expression, Adobe FrameMaker, Captivate, Acrobat, and Photoshop, RoboHelp, MadCap Flare, Document! X, GIMP, Wiki software  
**Languages:** Fluent in HTML and XML applications and concepts

## Professional Experience

### **Technoquill, Inc.**

**10/2007 – Present**

*Freelance Writer, Editor, and Consultant*

- Design, research, compose, and edit documents.
- Perform usability studies.

### **Sage Software**

**10/2002 – Present**

*Senior Information Designer*

- Write cross-platform documentation for diverse audiences.
- Manage projects as lead writer on numerous projects.
- Work with Product Management, Design, Development, and Quality Assurance to develop solutions to documentation challenges.
- Use RoboHelp, Flare, Document! X, and Adobe FrameMaker to create online Help systems and printed documentation.
- Use Captivate to create product feature tours, simulations, and interactive surveys.
- Use Wiki software, Visio, and Expression to create functional specifications and User Interface designs.
- Write and maintain highly technical documentation for Software Development Kit and Localization Development Kit.
- Represent team for special projects and assignments.
- Promoted to Senior Technical Writer within 18 months of employment.
- Pioneered single-sourcing and version control for team.

### **Hollywood Video**

**2/2000 - 9/2002**

*Store Director*

- Developed employee policy and procedure documentation.
- Exercised excellent communication and conflict resolution.
- Promoted to Store Director within 2 months of employment.
- Achieved profit levels above budget and expenditure levels below budget on a consistent basis.
- Developed and administered inventory and asset management tools.
- Hired, trained, and scheduled three levels of employees.

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## **The Foxberry Group**

**11/1998 - 1/2000**

### *Internet Services Manager*

- Developed comprehensive web-based training and support interface for end users.
- Wrote and developed installation manuals.
- Promoted to Internet Services Manager within 2 months of employment.
- Increased revenue by over 60% in the last year.
- Provided top-level support for dialup and dedicated Internet clients and virtual hosting clients through a variety of media.
- Trained and developed support staff.
- Performed installation and repair of PC hardware including complete systems.
- Developed and executed Internet and Intranet security policies.
- Developed and maintained numerous hosted web sites within client specifications.

## **Concentric Network Corporation**

**6/1996 – 4/1997**

### *Customer Support Representative*

- Wrote installation and support documentation.
- Took part in a team atmosphere emphasizing quality and service.
- Participated in development of corporate Intranet.
- Participated in development of custom Internet setup software.

## **Dow Chemical Corporation**

**1/1996 - 5/1996**

### *Contract Network Technician*

- Set up, configured, and supported Windows NT stations on contract.

## **Michigan State University**

**1/1994 - 1/1996**

### *Computer Lab Associate*

- Supervised computer lab activity and print server operation.

## Education

### **Northern Arizona University**

*M.A. in English (Literacy, Technology, and Professional Writing emphasis) with distinction, May 2008*

### **Arizona State University**

*B.S. in Multimedia Writing and Technical Communication, Magna Cum Laude, June 2006*

- Selected for mentoring and leadership roles by instructors.
- Selected to speak at Microcomputers in Education conference, 2003.
- 4.0 GPA in major.

### **Monroe County Community College**

*Coursework in C++ programming*

### **Michigan State University**

*Coursework toward B.S. in Political Economy*

## Conferences

**Documenting an SDK** – WritersUA, March 26, 2007